



DEPARTMENT OF THE NAVY

DIRECTOR NAVAL RESERVE INFORMATION SYSTEMS OFFICE
4400 DAUPHINE STREET
NEW ORLEANS, LOUISIANA 70146-5401

NAVRESINFOSYSOFFINST 5230.6
N5

29 Jul 97

NAVRESINFOSYSOFF INSTRUCTION 5230.6

Subj: TECHNICAL ASSESSMENT

Ref: (a) NAVRESINFOSYSOFINST 4330.1

Encl: (1) Sample Authorization Letter
(2) Product Evaluation Document Outline

1. Purpose. To establish internal guidelines for the evaluation of information systems technology (IST) resources.

2. Applicability and Scope. This procedure applies to any NAVRESINFOSYSOFF Government employee and contractor support personnel involved in performing product evaluations.

3. Responsibilities

a. Requesters. All NAVRESINFOSYSOFF Government employees desiring a product evaluation will follow the directions for requesting an evaluation.

b. Product Evaluators. All personnel performing product evaluations are responsible for compliance with the provisions in this SOP as directed.

4. Action

a. Requesters will:

(1) For software products, contact the COTS Software Integration Office. This office may be able to provide a range of assistance on many of the remaining actions.

(2) Review the Information Systems Library for existing evaluations relating to the products which may satisfy the needs. Product evaluations and other research materials, such as Datapro, are located in the Information System Support Library.

(3) If a product evaluation does not exist which satisfies the requirement then proceed with the evaluation or submit a contractor Services Request form per reference (a).

(4) Requests for contractor support must state the objectives of the evaluation, what to evaluate and criteria for acceptance.

b. Product Evaluators will:

(1) For software products, contact the COTS Software Integration Office. This office may be able to provide a range of assistance on many of the remaining actions.

(2) Find Suitable Products. (Unless directed to evaluate particular product only.)

(a) Review the market and/or trade journals to formulate a list of the leading candidate products. Narrow the list to the three most suitable products.

(b) Consult other users of the product to get opinions.

(c) Compare the product features to needs identified by the potential users.

(d) Make sure the product is or will soon be, commercially available.

(e) Investigate product pricing, warranties, and NAVRESINFOSYSOFFINST 5230.6 vendor policies/costs for technical support and upgrades.

(3) Acquire Product To Be evaluated.

(a) IST resources shall not be accepted for evaluation from vendors without proper authorization.

(b) Contractual terms for all IST resources acquired on an evaluation/trial basis must be fully understood by all parties. If the terms of the evaluation/trial are published by the vendor, the employee requesting the test period must diligently discharge all responsibilities within the noted time period. If the transaction is not standardized, the obligation of both parties must be agreed upon in writing, before the resources are acquired. Enclosure (1) is a sample authorization letter.

(c) The rules pertaining to Government procurement make it impossible to get reimbursement for resources acquired by defaulting on an evaluation/trial. Therefore, any resulting cost may have to be borne by the individual.

(4) Prepare a Test Plan. State objective(s), standards for product acceptance, test scenarios and a list of required resources, such as additional hardware/software, all people involved, and assumptions that may effect the evaluation.

(5) Develop a Project Schedule. Estimate man-hours needed.

(6) Install the Product. Use the instructions provided and document any deviations from the manufacturer's prescribed procedures. Try to use one of our standard hardware/software platforms.

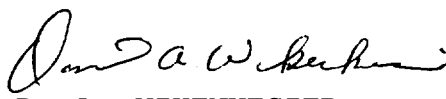
(7) Perform Tutorial or Demonstration Sessions. Use the available manuals to determine complexity of product. See if steps are left out or vaguely described, or if meanings are clear. See if any other aids are available from other sources. Evaluate published materials and on-line help (i.e., context sensitive?).

(8) Work with the Product. Test as many features as possible. Simulate the activities of the potential users. Can a new user learn the product easily? Note what resources (i.e., memory) are required and if the system is reliable and fast or slow. Create error conditions to determine if errors crash or are handled, if data is lost. Document all product problems and unexplained error conditions.

(9) Conduct Compatibility Tests. Determine if the product will work with our standard hardware/software and will support Government standards for compatibility.

(10) Perform a Cost/Benefit Analysis. If the product performs satisfactorily gather all costs and efforts required to implement this product. Include all items covered by the base pricing and costs involved in conversions, upgrades, training, documentation, maintenance and other technical support. Determine if the projected cost is reasonable for the potential benefits. Include an impact statement on what effect, if any, this product will have on existing systems and standards.

(11) Prepare a Subjective Report. Develop a recommendation for or against the product and support the decision through your research and test results. If the evaluation is abandoned prior to this step state what you've learned and why you stopped. Use enclosure (2) as a guide for development of the evaluation report. Provide a copy of report to the Information Systems Support Library for future reference.



D. A. WIKENHESIER

NAVRESINFOSYSOFFINST 5230.6

Distribution: (NAVRESINFOSYSOFFINST 5216.1)

LIST B1

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N5A

SEMA

TAI

NAVRESINFOSYSOFFINST 5230.6

SAMPLE AUTHORIZATION LETTER

USE COMPANY NAME

Date

Mr. John Doe
Director, Naval Reserve Information
Systems Office (N__)
4400 Dauphine Street
New Orleans, LA 70146-5401

Dear Mr. Doe:

This is our authorization for you to evaluate our _____ on a trial basis at no cost for a period of _____ (days/months), starting MM/DD/YY and ending MM/DD/YY. The product is to be returned by _____.

This product evaluation authorization is our normal marketing practice and is offered at no obligation to the Government. It is understood that this evaluation product will not be used for product development or any other future purposes.

Sincerely,

Enclosure (1)

PRODUCT EVALUATION DOCUMENT OUTLINE

INTRODUCTION

Objective of the Evaluation
Criteria for Product Acceptance
Description of the Product
Evaluation Approach

RESULTS OF THE EVALUATION

Installation and Setup
Documentation
Training Aids
Product Features
Ease of Learning
Ease of Use
Performance
Compatibility
Error Handling Anomalies or Bugs
Vendor Support
Service and Maintenance
Implementation Requirements

ANALYSIS AND CONCLUSIONS

Vendor Profile
Cost/Benefit Analysis
Impact on Other Systems
Recommendation
Implementation Plan